

Orange County Sheriff's Office Non-Supervisory Performance Appraisal Form LE Communications Officer

Name:	Employee #	[‡] :	
Hire Date:_			
Period Cov	ered: From	To	

Evaluation and Criteria

Using the following numerical scale, assign the appropriate value to the tasks listed below. Select the number which best reflects your appraisal of the incumbent's performance and place it in the box. A rating of 5 or 1 must be justified in writing. Comments are encouraged for each section.

- 5-Exceptional
- 4-Above Satisfactory
- 3-Satisfactory
- 2-Below Satisfactory
- 1-Unsatisfactory
- N/A Not applicable

ANSWERING INCOMING CALLS

Answers 911calls promptly unless on an emergency call or working a critical incident.
Handles fair share of calls within the shift/position and workload.
Properly refers administrative and or non-dispatch calls for service.
Answers calls on hold as quickly as possible.
Does not let personal activities or calls interfere with job performance.
Comments

CALL MANAGEMENT AND CONTROL

Takes control and elicits information necessary and appropriate for call per guidelines. Elicits information necessary for responder's safety and effectiveness.
Avoids voice intonations, expressions that erect barriers.
Finds ways to calm angry, hostile or hysterical callers.
Keeps callers on the line when necessary.
Comments:
CALL CAD ENTRY
CALL CAD ENTRY
Accurately classify and prioritize incidents, enter accurate and pertinent information into
CAD in a clear and concise manner.
Time from answering a call to entering the preliminary information on a priority call is done immediately.

_Understands CAD screen, data fields, computer commands and utilizes the same to full

Comments:____

potential.

DATA ENTRY/RETREIVAL

Able to accurately enter/retrieve data and interpret responses for a variety of systems
including CAD, VCIN, NLETS and other programs in an efficient and effective manner.
Avoids errors when entering data. Maintains 100% accuracy on VCIN/NCIC entries.
Does his/her fair share of VCIN/NCIC entries.
Comments:

<u>SAFETY</u>
 Avoids conversations, loud background noises and activities which may interfere with safe dispatching and call taking activities. Avoids unsafe conduct or actions which could result in accidents, utilizes equipment as directed to promote safe working conditions. Takes necessary action to prevent, correct or report unsafe conditions which are observed. Reviews Communication Procedures and Sheriff's Office SOP Manuel for updates and changes. Reviews CAD and Pass Over to keep current on events.
Comments:
INTERPERSONAL SKILLS
Finds constructive ways to handle differences when they arise and does not allow differences to disrupt their work or the work of others. Treats other employees with respect. Does not use racist, ethnic, sexual slurs, profanity, verbal abuse and avoids behavior seen as discourteous, arrogant or unprofessional. Complies with sexual harassment policy. Does fair share of work so that others do not have to carry an additional load. Follows chain of command as directed. Promotes teamwork by sharing information with and assisting others.
Comments:
EXTERNAL RELATIONS Treats others with respect.
 Does not use racist, ethnic, religious, sexual slurs, profanity, verbal abuse and avoids behavior seen as discourteous, arrogant or unprofessional. Shows genuine interest in callers by using appropriate voice intonations. Is empathetic and is aware of diverse cultures.
Provides accurate information as appropriate, refers others to LE unit or appropriate outside agency personnel.

Name:______ Date:_____

Comments:____

Communications Officer Evaluation

WORK HABITS

Arrives on time for work with appropriate attire and equipment and is prepared for dutySigns on and off when arriving or leaving a computer stationBriefs on-coming shift of any problems or work that needs to be doneMaintains acceptable attendance patternKeeps work area neat, clean, free of debris, food and drinks. Cleans and puts away items
used in the kitchen/break area. Comments:
EQUIPMENT USE AND MAINTENANCE
Immediately reports damaged or malfunctioning equipment to a supervisor.
Returns all equipment to its proper place at the end of use or shift.
Exercises appropriate care in use of equipment and furniture.
Understands how the phone transfer system works in a complete phone failure.
Comments:
RADIOS
Follows policy for "Plain talk" on the radio.
Calls are dispatched in appropriate time frames based on the incident type and priority.
Advises a patrol supervisor or "senior LE unit" of pending calls.
Transmits messages clearly. Avoids requests to repeat the transmission.
Dispatches in a clear, concise manner so as to avoid information errors/omissions which
would place responders or citizens in unnecessary danger.
Concentrates on radio traffic from responders so that repeat transmissions do not
unnecessarily occur.
Dispatcher is able to process and document a request in a timely manner.
Appropriately manages and dispatches field units and equipment, maintains accurate CAI
status log.
Effectively multi-tasks.

Comments:____

Communications Officer Evaluation	Name:	Date:
TRAINING		
<u> </u>		
Willingness to assist with traini	-	
· · · · · · · · · · · · · · · · · · ·	-	ee with the necessary knowledge, skills
and abilities to be a successful p	•	-
the proper channels.	ies and provides appr	opriate training or requests it through
Comments:		
OHALITY OF WORK		
QUALITY OF WORK		
Work is consistently accurate a	nd notes are detailed a	and understandable.
Tasks are completed in a timely	and thorough manne	r.
If a mistake is made, it is used a	as a learning tool and	the same errors are not continually
recurring.		
		n effectively handle multi-tasking
including phone calls and radio Maintains self-control in difficu		
Displays and maintains a solid		
	· ·	aphical make-up and boundaries of our
"member" agencies.		
Comments:		
COMPLIANCE TO POLICIES,	<u>PROCEDURES ANI</u>	<u>D REGULATONS</u>
Sheriff's Office policies, genera	al orders, procedures.	etc., are followed as prescribed or
exceptions are approved by a su		,
Sick leave is not abused.		
Leave time is used only as auth	orized or specified.	

Comments:____

Communications Officer Evaluation	Name:	Date:
CORE VALUES: Assign a numeric how the employee embodies each co		x, then list examples or actions that demonstrate complete all sections.
Integrity: Employee's actions ar	e guided by	ethical and honest conduct.
Leadership: Employee is an exa	mple to oth	ers.
Service: Employee is responsive	e and service	e-oriented to meet customer needs.
Comments:		
County Policy		
Is well versed in applicable cou	nty policies,	knows where to find the most updated policy
Follows all applicable county po		
Makes appropriate inquiries as t acting.	to the meani	ng or directives included in county policy before
Completes all county policy req	uired forms	and documents in a timely matter.
Comments:		
CALCULATION OF RATING		
CHECOEMITON OF MITTING		
A. TOTAL SCORES		
B. NUMBER OF CATEGOR		
C. RATING DETERMINATI	ON (A/B)	
PERFORMANCE RATING		
4.5-5.00 and no ratings below satisfa	actory –Exc	eptional
3.5-4.49 and no ratings below satisfa	actory – Abo	ove Satisfactory
2.5-3.49 and no unsatisfactory rating	gs – Satisfac	tory
1.5-2.49 – Below Satisfactory 0.0 – 1.49 – Unsatisfactory		

Orange County Policy 2.3 [pg. 100]

Communications Officer Evaluation	Name:	Date:
Development and growth potential: Include comments on employee's major period and development achieved since		
Completed goals and objectives: Review the results of goals and objecti	ives completed within	n this performance cycle.
New goals and objectives: List the objectives to be accomplished priority.	within the next perfo	ormance cycle. Arrange in order of
Additional comments by rating office	rial:	
Comments by rated employee:		
By my signature, I acknowledge that I that I may respond in writing if I disag		
Employee:	_ Date:	
Supervisor:	_ Date:	

Reviewed by: _____ Date: _____

Approved by Sheriff: _____ Date: ____